

# Gippsland Water's Strategic Plan

2011 - 2016



## mission

We will manage the resources in our care in a manner that secures social, environmental and economic benefits to our customers, stakeholders and the Gippsland region.

## vision

We will deliver value in sustainable water and waste management within central Gippsland.

## values

Our values guide us to fulfil our mission and vision.

We are committed to:

- open, ethical and fair conduct;
- community engagement and trust;
- safety and wellbeing;
- teamwork;
- developing knowledge and capability;
- innovation; and
- high levels of customer satisfaction.

### The links to my role

1. \_\_\_\_\_  
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2. \_\_\_\_\_  
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3. \_\_\_\_\_  
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AREA OF FOCUS	OBJECTIVE
<b>Resource Sustainability</b>	1.1 To secure the reliable supply of safe water and the management of waste water to the region.
	1.2 To use and re-use our natural resources efficiently.
	1.3 To ensure a whole of catchment approach in the management of natural resources.
	1.4 To make best use of the strategic, financial and environmental value of Gippsland Water's prescribed waste and agricultural businesses.
<b>Customers, Stakeholders &amp; Community</b>	2.1 To manage our resources to provide value to customers and stakeholders.
	2.2 To provide strong leadership and advocacy in sustainable water management.
<b>Governance</b>	3.1 To comply with current and emerging statutory and regulatory obligations.
<b>Organisational Sustainability</b>	4.1 To ensure a balanced approach to our people.
	4.2 To continually improve the efficiency and effectiveness of our business processes.
	4.3 To manage all assets in an efficient and sustainable manner.
	4.4 To ensure the long term financial viability of Gippsland Water.